



# COHE Community of Eastern Washington Update to ACHIEV

4/23/2015

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# Summary

- COHE Community Overview
- Unique Challenges
- Current Innovations
  - COHE Collaboration
  - Physician Advisors



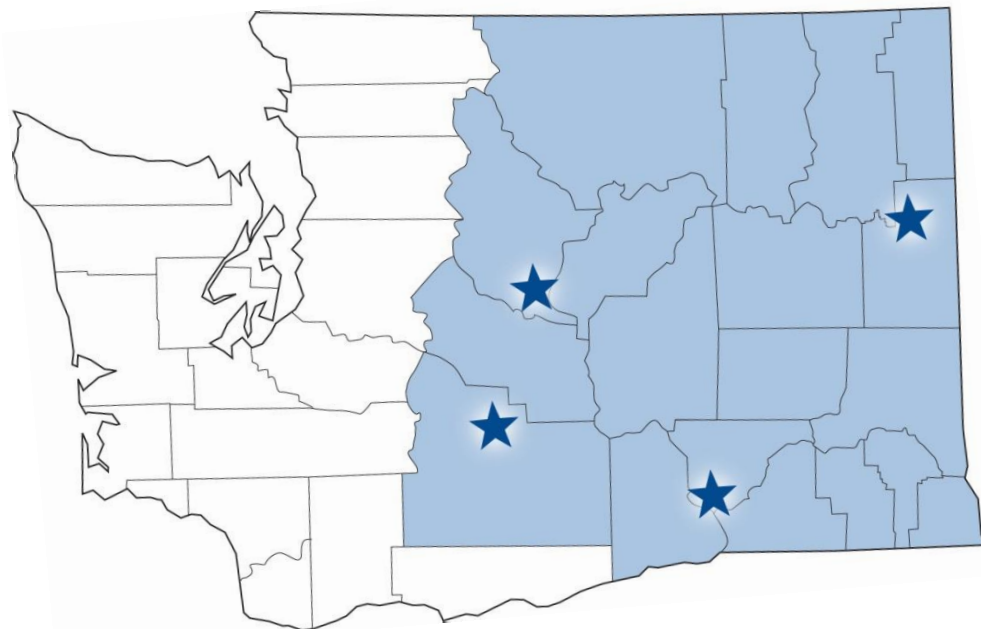
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# COHE Community Overview

- **Scale**
  - Customers
    - 19 Counties
    - 1,200+ providers
    - 20,000+ claims
  - Operations
    - 12 FTEs
    - 4 Community Offices
- **Scope**
  - COHE
  - Emerging Best Practices
    - Surgical Best Practices Pilot
    - FRQ/FRI



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# Unique Challenges

- Large Geography
  - 40,000 sq. miles (60% of state)
  - Multiple Distinct Communities
- Rural Communities
  - 17 of 19 counties “Rural”
  - High Provider Turnover
  - Limited RTW Options
- Diverse Health Care Organizations
  - 1,200+ Providers
  - 400+ Clinics
  - 33+ Emergency Departments



- Collaboration between COHEs
  - Overlapping service area in Spokane
- Physician Advisory Program
  - Create engaged advisors
  - Advocate workers compensation
  - Promote emerging best practices



# Innovations: COHE Collaboration

- Claims flow between COHEs
  - HSC case conferences
- Surgical Best Practices Pilot
  - Surgical HSC interacting with GHC Providers
  - Coordinated effort with GHC HSCs
- Employer Outreach
  - Jointly-sponsored education for employers on communicating with providers



# Innovations: Physician Advisory Committee

- Challenge:
  - Create an energetic & involved Physician Advisor program to guide our COHE in its leadership of continual improvement in our workers compensation system.
- Innovations
  - Residency Education
    - Positively influence the next generation of attending providers
  - FRQ/FRI
    - Lead in the trial & implementation of new best practices



# Innovations: Residency Education

- Goal:
  - Positively influence the next generation of L&I attending providers through early education about workers compensation.
- Actions:
  - 1/8/15 Lecture on to Spokane Family Medicine Residents
    - Collaborative Training (LNI, COHE Medical Director, and an Advisor)
    - 90-minute lecture
    - 30 Residents & Preceptors Attending
- Outcomes:
  - Additional lectures by COHE Advisors on other topics
  - Targeting enrollment of preceptors into COHE
  - Exploring partnership with other Family Medicine Programs



# Innovations: FRQ & FRI

- **Goal:**
  - Provide targeted & timely care to our injured workers through by assisting in the development and implementation of the Functional Recovery Questionnaire & Interventions
- **Actions:**
  - Integrated FRQ into HSC workflows on 1/1/2015
  - Recruiting providers to participate in FRI
- **Outcomes:**
  - Successfully identifying FRQ Positive patients
    - 64 FRQs Administered in Q1 2015
    - 36 FRQs Positive in Q1 2015
  - Improving FRQ functionality in OHMS
  - Physician Advisors taking lead as “FRI Champions”



# Contact

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